

BITS - Robocall Mitigation Plan (2026)

I. Know Your Customer (KYC): BITS performs identity verification on all new voice customers. We only provide service to known entities with a legitimate business or residential need for voice services.

II. Monitoring and Traceback: We monitor call records for suspicious patterns. BITS commits to responding to all "Traceback" requests from the Industry Traceback Group (ITG) or law enforcement within 24 hours.

III. Call Authentication: As a de minimis provider, we utilize the STIR/SHAKEN extensions available to small providers. We ensure our upstream provider (VoIP.ms) receives accurate Caller ID information.

IV. Enforcement: Any customer found to be originating illegal robocalls will have their service terminated immediately.